

FIG. 1

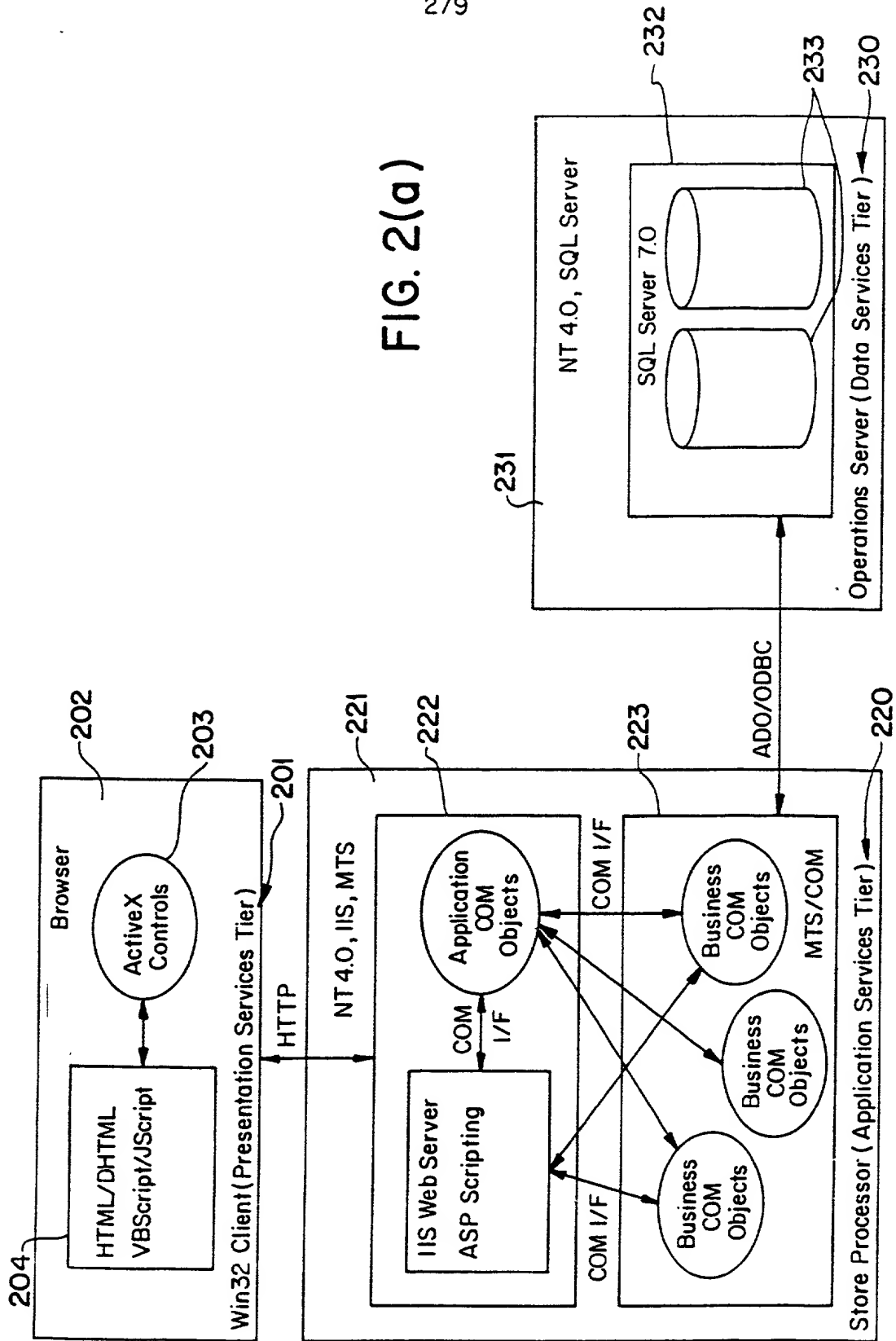


FIG. 2(a)

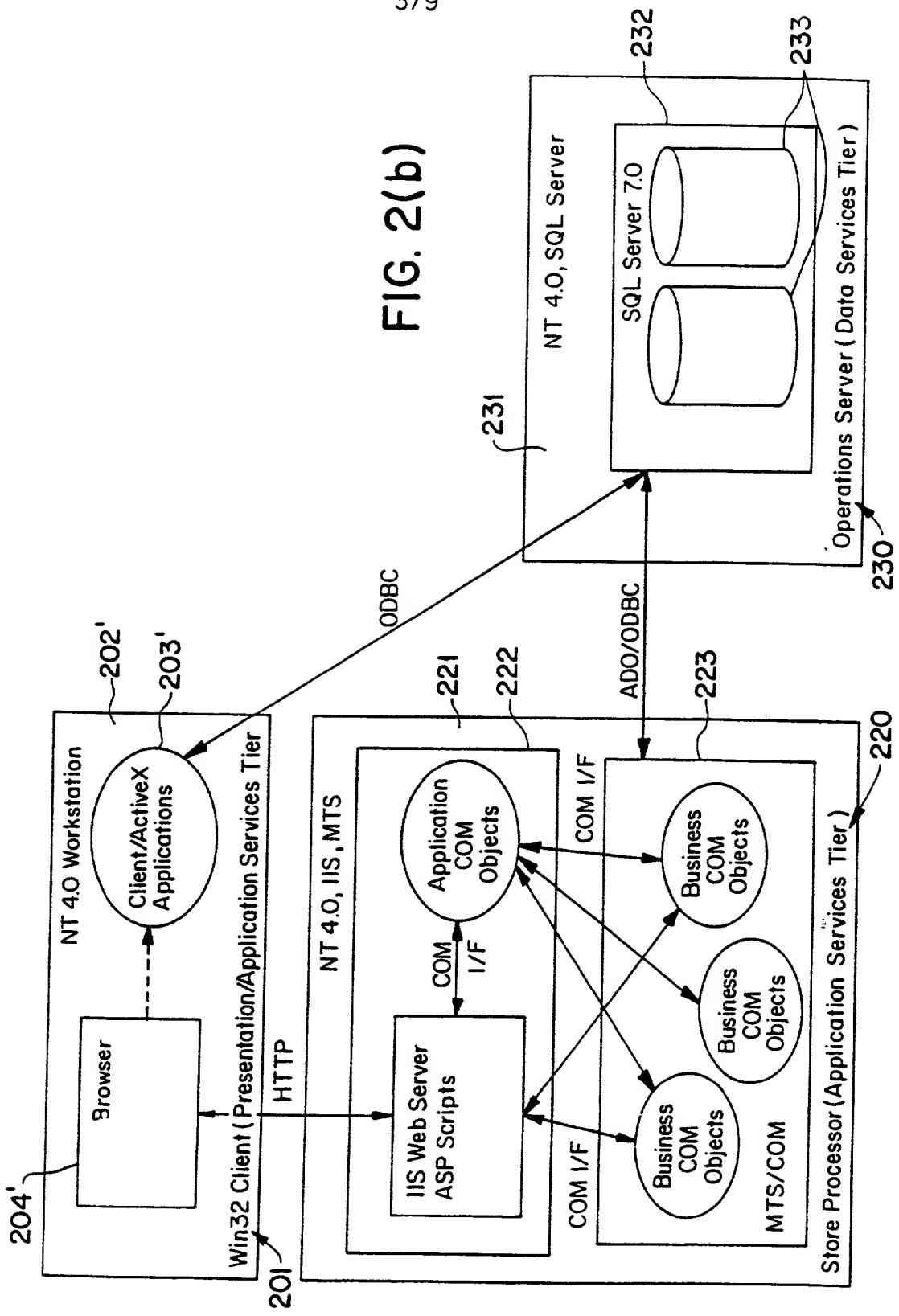


FIG. 2(b)

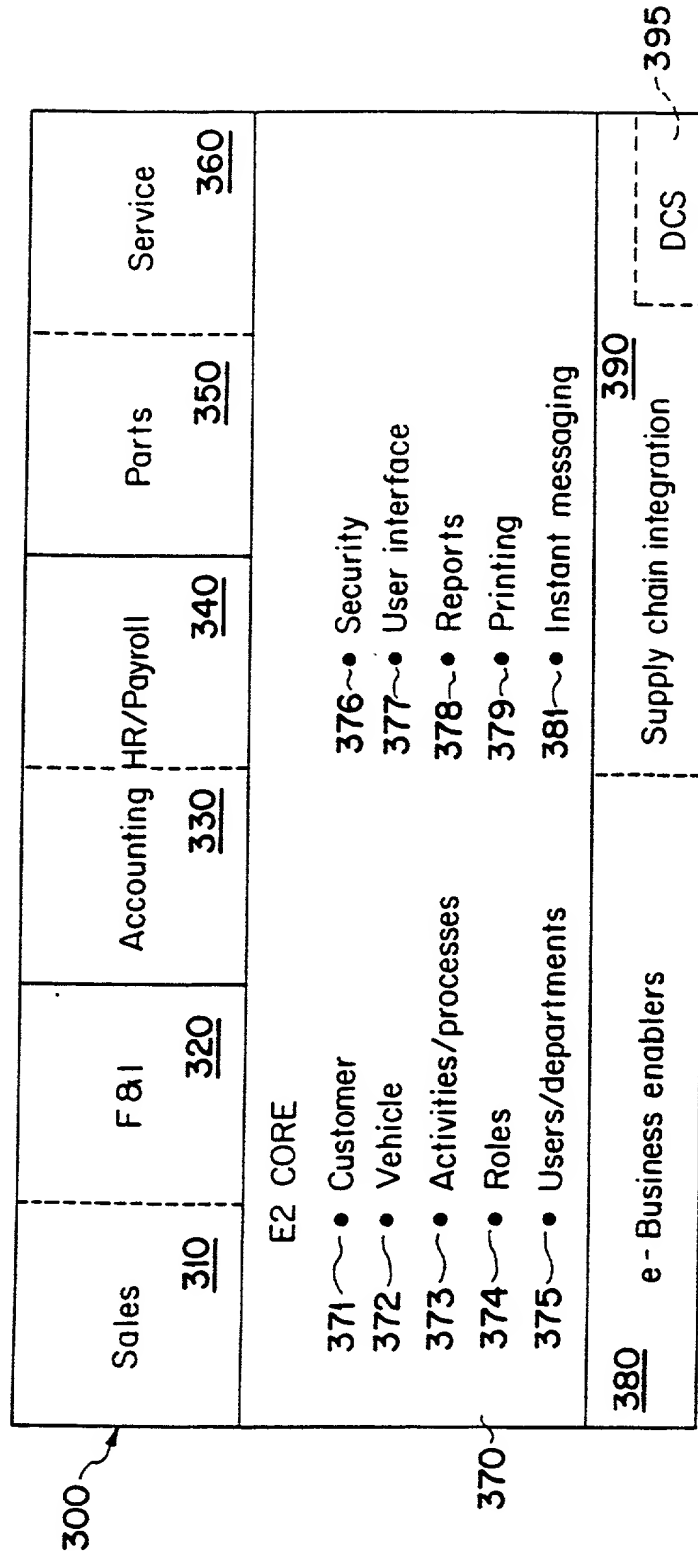


FIG. 3

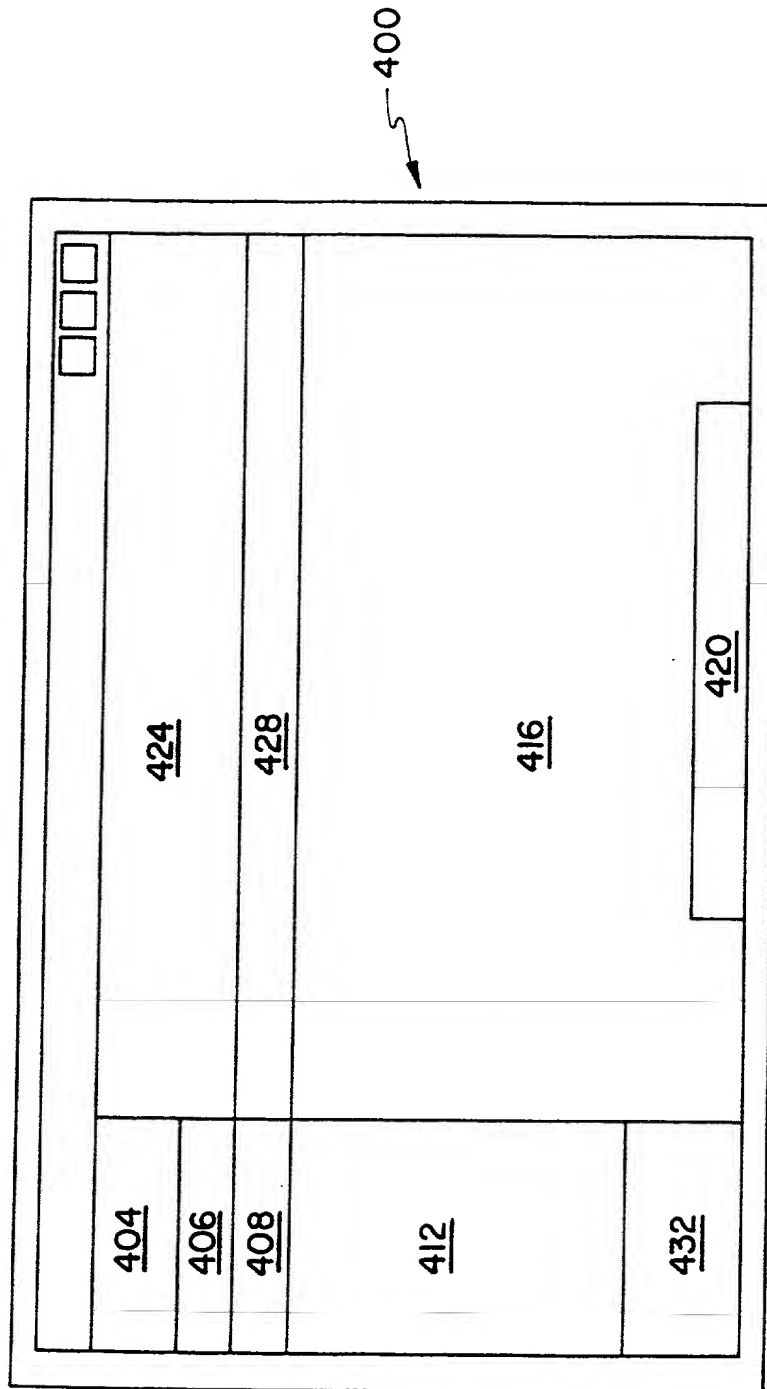


FIG. 4

FIG. 5(b)

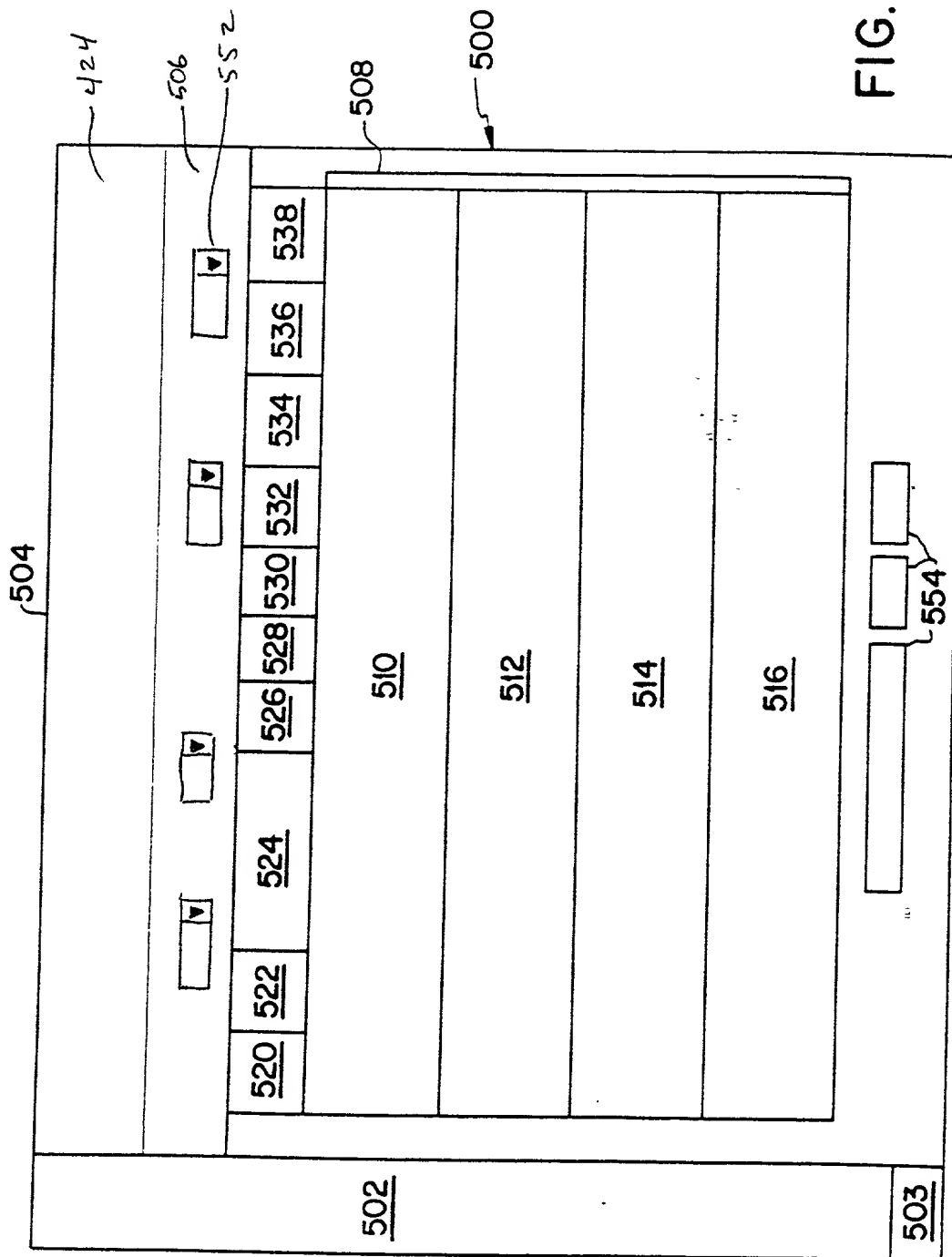


FIG. 5(c)

Borcharding Enterprises Store	DEBORAH AVERY	1998 Buick	REPAIRORDER Info:	Service Info:
Home Page	Cust # 9177	Gray Regal	Tag #	Adviser
Service	6731 STONECREEK CT	VIN 2G4WF5218W1426183	Mileage In	30000
Appointment	HAMILTON OH	Lic # State	Vehicle	2
Reception	H. (513) 656-6895	Delivery. 5/20/97	Priority	
Create New Repair Order	W. (513) 684-3782	Stock #		
Edit Repair Order				
full ro				
Pats' RO				
Create RO for On Order Vehicle				
Dispatching				
Invoicing				
Client Activities				
Forecasting				
Shop Configuration				
Operation Detail				
Technician Detail				
Service Employee				
Maintenance				
Messages				
Manage Messaging				
Additional Tasks				
General Motors DCS				
Tools				
User Assistance				
Tutorial				
e-Support				
Logout BEGLEY M				

Date 6 / 8 / 2000

Shop Capacity

Buick

Category	Value
Total	10
Appt's	55
RO's	61

View Cancel

FIG. 6(a)

<u>570</u>	<u>572</u>
<u>502</u>	<u>574</u>
<u>503</u>	<u>576</u>
	<u>578</u>

FIG. 6(b)